

QUALITY POLICY

Enware is recognised as Australia's leading manufacturer, distributor and service provider for Specialist Tapware, Intelligent Water Management Systems, Safety Showers, Thermostatic Mixing Valves, Water Chillers and Aged and Disabled Care Products for commercial, institutional and industrial applications. Enware's local and international distribution network supports our market leadership in Australia and continued export growth.

Our active involvement in industry and standards groups reflects our commitment to ongoing market and product development. The company's reputation is built on our ability to harness new technology to provide innovative and effective solutions.

Enware is committed to implementing and maintaining a high level of Quality management across all areas of the organisation. Our aim is to ensure that:

- A quality integrated service is provided to its customers/clients;
- Continual improvement of quality management and performance.

Enware endeavours to:

- Comply with all applicable legal, client/customer and Enware's requirements (as a minimum);
- Seek guidance from clients/customers, contractors and relevant industry standards to exceed requirements where practicable;
- Use skilled and professional personnel to ensure Quality requirements are met precisely in an efficient, timely and cost-effective manner;
- Setting measurable targets and objectives which are communicated, monitored and reviewed through Enware's audit and management review processes to ensure continual improvement;
- Use risk-based thinking to reduce the risk to the quality of the products and services;
- Continue to provide exceptional service and reliability;
- Continue to refine and develop Quality Management in line with business needs, taking into account appropriate best practices;
- Maintain records to control and show compliance with customer/clients' and quality requirements;
- Record and take any corrective measures necessary to ensure the quality of the service provided;
- Monitor the system for relevance and effectiveness at regular intervals in order to ensure its continual improvement.

Enware is committed to implement and operate to the requirements of *ISO 9001:2015 Quality management systems*, and any other legal requirements to further enhance quality performance.

This Quality Policy has the full support of Enware's Senior Management who will ensure that adequate resources are made available to achieve the Policy objectives and that roles and responsibilities are clearly defined.

Peter Dimos
COO



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